

Metcalf 09/617,156 filed July 17, 2000

**Regarding: Diagram – Example of ‘Time-Saving’ Scheduled-Customer Visitations
Among a Network of Expedited Service Areas (ESAs)**

To assist in gaining a quick overview of the invention’s time-saving scheduled-customer visitations among a network of expedited service areas (ESAs), a drawing / diagram is provided on the following page of this fax transmission (p. 5) which graphically depicts how a series of scheduled-customer visitations “A” through “E” are sequenced in accordance with scheduled time-ranges for each networked ‘venue’.

As disclosed in the specification and respective drawing figures, the invention comprises a network of venues each having at least one designated expedited service area which is sized to accommodate scheduled-customer visitations and associated by proximity to at least one of the venues—being located within, adjacent to, or near to, the venue(s). The system includes means to query the availability of (i) one or more deliverables made available at the networked venues (selected from one or more of the group consisting of products, goods, merchandise, services and activities) and (ii) scheduled and schedulable (available) customer visitations, and to thereby sequence, schedule and expedite scheduled-customer visitations and ordered-deliverables transactions among a network of expedited service areas (ESAs).

The ‘Diagram – Example’ on the page 5, illustrates the following sequence:

Scheduled Visitation ESA “A”: the customer arrives at the first ‘Venue’ having ‘Products Deliverables’ (a shoe store) within the 10:15 – 10:45 am time-range and immediately has his identification and his order verified by electronic verification means via a communication link with the customer’s wireless handheld device (and does so when arriving later at each of the remaining ESAs: “B” and “D” through “F”). The customer immediately picks up his order for a size 12 pair of pre-ordered brown shoes (with no waiting in lines) and goes to...

Scheduled Visitation ESA “B”: the customer arrives at the second ‘Venue’ having ‘Products Deliverables’ (an entertainment content store) within the 10:20 – 10:45 am time-range and immediately picks up his order for the latest Diana Krall CD. Thereafter the customer leaves the entertainment content store and drives to his local mall.

Unscheduled Customer Requested Break “C”: Upon arriving at the mall at 10:45 am the customer requests a 30-minute itinerary ‘break’ (via his handheld browser) to browse through a book store, the system automatically accommodates his break request by querying chronological data pertaining to scheduled and schedulable (available) ESA-customer events and creating a next-best choice of time-saving schedules for the remaining ESA visitations “D” through “F”. After leaving the mall book store at 11:15 the customer goes to his newly...

Scheduled Visitation ESA “D”: and is immediately seated for an eye examination at a ‘Venue’ having ‘Services Deliverables’ which ends with a new prescription for a set of glasses.

Scheduled Visitation ESA “E” and “F”: Thereafter he goes to Venues having ‘Activities Deliverables.’ At 11:25 he meets a friend at a café in the mall where and is immediately seated to begin eating his scheduled lunch—a Caesar-Chicken salad, iced tea and glass of water with lemon (a scheduled meal also awaits his friend). Following lunch, the customer and friend arrive at the mall’s cinema at 12:00 pm, where pre-ordered refreshments await them. After picking up their refreshments, the two go into the theater to begin watching the movie they have pre-ordered.

The present system provides any in a variety of ‘time-saving’ scheduled-customer visitations among a network of: *new* ESA-incorporating venues, or *ESA-modified* venues. In contrast, the prior art concerned with scheduled-travel only gets travelers to conventional (unaltered) venues.